



杭州电子科技大学外国语学院英语专业

2016-2017 学年第 1 学期期末课程论文

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《跨文化交际》文化档案

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第一部分 课程反馈和建议

你好！相信你在本学期的跨文化课程中一定学到不少东西，在跨文化采访项目上也有不少收获，请完成以下调查表格，帮助我们完善课程设计，谢谢！

1. 课程设计中我对课程设计各个环节的满意度（1-5，1 是最不满意，5 是最满意），请在数字下面打下划线，如 “3”。

1) 课堂授课方式

1 2 3 4 5

评价和改进建议：

很满意，互动很多，课堂气氛活跃。

2) 课堂案例分析和讨论

1 2 3 4 5

评价和改进建议：

很满意，案例都很有趣，希望以后有意愿的同学可以分享自己的案例供大家分析与学习。

3) 在线平台视频制作和观看

1 2 3 4 5

评价和改进建议：

比较满意，从视频中能学到东西，但是技术方面希望能再加强一些，手机版本还不错，网页版本希望能自由选择章节。

4) 在线平台讨论

1 2 3 4 5

评价和改进建议：

很满意，因为课堂时间有限，所以同学们的问题可以在网络教学平台进行提问和讨论。

5) 在线平台作业

1 2 3 4 5

评价和改进建议：

很满意，在平台交作业比较方便快捷。

6) 我的文化故事

1 2 3 4 5

评价和改进建议：

很满意，有助于同学们对自身文化做一个反思与挖掘。希望以后有意愿的同学可以跟大家分享自己的文化故事。

7) 跨文化采访项目

1 2 3 4 5

评价和改进建议：

很满意，通过采访项目可以结交到外国朋友，了解到一些不同的文化知识，感受不同文化的魅力。

8) 整体课堂和在线结合的课程设计体系

1 2 3 4 5

评价和改进建议:

很满意，在线视频算是对课堂内容的一个巩固加补充，可以让我们更深入地了解一些文化知识。

9) 整体过程性评估体系

1 2 3 4 5

评价和改进建议:

很满意，课堂的学习和采访项目相当于理论和实践，有助于我们更好地学习这门课程。

2、在课程中的收获和感受，请具体说明。


课程中的巨大收获是了解到了许多不同的文化知识，除了其他国家的文化，还有我们自己国家南北方文化的差异。当然还学到了有一些理论方面的知识比如 **Hofstede** 模型、冰山理论等等。相信这些知识可以让我们从不同的视角去看待生活中的事情，也可以让我们更好地接纳外来文化。跨文化交际中学到的不要带有偏见、尊重他人的价值取向等等，在我们日常生活中的交友过程中都起着至关重要的作用。最大的感受是觉得世界更加多彩了，在这个世界上还有许多有趣的事物等着我们去发现。

3、对本课程总体建议。

课程很满意，轻松有趣，气氛活跃。课堂教学和视频教学的结合方式很好，但是网络教学平台的功能还不是很完善，尤其是网页版本，希望可以选择章节进行视频观看。课堂方面，希望以后可以分配一些小组任务，比如说一个小组负责 **Hofstede** 模型，一个小组负责冰山理论等等，大家可以自己找一些案例什么的，或是每个小组负责一个地区的文化，诸如此类，然后在课上每个小组可以以 **PPT** 的形式做一个分享等等。

第二部分 附件

1) 作业一 《我的文化故事》

My Cultural Story	
	<p>I was born in Inner Mongolia, but I am Manchu (not so pure), not Mongol. Also, I was born in the city, not on the grasslands. So either Mongolian culture or Manchu culture is still, in some way, a mystery to me. In my hometown, every shop sign should be written in both Chinese and Mongolian, so as the ID card. This is probably, in my mind, the most obvious cultural feature of ethnic minorities. Compared to my hometown, it is my family that has more significant influences on me.</p>
<p>When I was a child, I lived with my grandpa, who is the most important people for me. He was a great person with all kinds of integrity and benevolence. He had raised many animals, such as roosters, ducks, birds, dogs, cats, hedgehogs and even a snake. I remember once he brought back an injured bird. After several days' care, the bird healed up. Then he set it free. That was why I was so fond of pets. Sometimes I bought one or two colorful chicks at school gates. My grandpa would always raise them up. That's a warm memory. He often praised me when he talked with his fellows. I did not want to let him down. So I tried my best to be the good child in his talking. If I couldn't be a good boy, I would feel ashamed. This incentive successfully pushed me to be a top student in my primary school. The day when my grandpa died was the saddest day of my childhood. Since then I was not outgoing as usual and began to talk less. Even now I still miss him. The warm feelings he gave me will stay with me forever.</p>	
<p>At the age of ten, my sister and I moved back to our own home. My parents were very open minded. They didn't interfere too much in our own businesses. When I was in middle school or even high school, I can manage my time by myself. My parents always told me that I had the right to decide what to do, as long as I can take the responsibility. So I always made decisions for myself. Sometimes I had to make some difficult choices, I would resort to their advices. But things were different to my friends. They had little time to hang out with me, since their parents didn't want them to spend time on other things but study. Then they got jealous. Thanks to my parents, my high school life wasn't so stressful. And by making decisions for myself, I learned to think independently.</p>	

Most of my family members have two kids, so we have a big family. In my hometown, many families have the same thought that boys are always important than girls, because boys can earn money and, most importantly, can carry on the family line. On the contrary, once girls got married, they somehow would not belong to this family any more. However, my family doesn't think this way. They care little about gender. They think girls are as important as boys. Looking back to the old days I lived with my grandpa, most of the time I was accompanied by my sisters, because my brothers were always hanging out with their friends. I learned many things from my sisters. I listened to their music, read their books, watched their TV shows and met their friends, too. This might be the reason why I can easily get along well with girls. What's more, the women in my family are always hard-working and strong-minded. They have their own dreams and principles. I remember how excited I was when one of my sisters received the admission notice from university. I also remember one of my aunts tried so hard to start her own business. Though she failed, she still impressed me a lot. So since I was a little child, I already realized that women can do as better as men can do. Even now I am still believing that, and kind of becoming a supporter of the feminism.



After high school, I came to Hangzhou to have my college education. At here I have meet many outstanding people. I learned from them how to study and make a plan for college life. I have also taken part in many associations. One of the important parts of my associations is that I choose to be a volunteer. My first volunteer job was in Hangzhou Safari Park as a guide. Because that day was the National Day, there were many tourists. Some people recognized me by the HDU shirt and said to me that they graduated from HDU, so we were school mates. These school mates made me, for the first time, feel at home in Hangzhou. After that, I also did some different volunteer jobs for children and foreigners. All those experiences make me think more and talk more. Gradually, I am more optimistic and energetic than I was before. And I enjoy this change. I look forward to meeting more interesting people and some new friends.

2) 作业二 《采访预期》

1. 采访者姓名:

段长顺, 14113414, 内蒙古包头市。

2. 被采访对象情况:

Nikki Bent, 21 岁, 来自 Denmark, 现在西班牙本科三年级在读, 有过亚洲多个国家的旅游经历 (泰国、缅甸、中国上海、越南、新加坡), 有过多家公司销售的经历。

3. 找到采访对象的途径:

朋友介绍

4. 选择采访对象的原因:

性格好, 生活经历丰富

5. 拟采访方式:

网络

6. 拟采访主题:

Hofstede 模式在 Denmark 的体现 (加以事例说明)

7. 采访预期 (通过图书馆或网络资源):

Individualism/Collectivism

丹麦是一个个人主义价值取向比较高的国家, 也就是说他们比较注重个人的权力, 认为每个人都是一个独立的个体, 看重的是个人利益而非集体利益。正因为这样的个人主义价值取向, 他们的独立思考能力也比较强, 遇到事情都会有自己个人的思考, 不容易随波逐流。

Uncertainty avoidance

丹麦对不确定性的容忍度极高, 比较能够面对模糊或不可预测的情况, 他们能够接受偏理性的思想与行为, 因此在互动的过程中, 比较具有原创性与弹性, 而且比较轻松自如。他们也更容易去尝试一些新事物。

Power distance

丹麦的权利距非常低, 他们不注重僵化的礼节、头衔、地位、性别与年龄的差异, 这些都不是行事顺序的衡量标准。在他们看来, 专业能力比层级结构更重要, 因此, 他们的员工比较具有弹性、想象力和创造力, 并且常常在事

情完成后，下属才会知上司，这也使得他们敢于挑战权威。

Masculinity/Femininity

丹麦是一个阴柔性文化的国家，男女的地位较为平等，强调细腻、善感、敏锐与看护等女性柔性的气质，他们能够解读非语言表达的线索，而且对不确定性的环境也较能适应。在这样的文化中，教师们一般不会注重学生们在学术上取得了什么样的成就，他们往往重视培养学生们的社会适应能力。比起一个有才华的人来说，他们更喜欢一个友好并处事得当的人。

Long-term orientation/Short-term orientation

丹麦是一个短期时间取向的国家，他们在日常生活中做事情比较追求立竿见影的效果，有什么需要时也会期望立刻就得到满足，相比于长远的目标而言，他们更倾向于为自己设定一些近期就可以达到的目标。

3) 作业三 《第一次采访》

Journal One

My interviewee is a 21-year-old boy from Denmark and the theme I had chosen before was the application of Hofstede's Cultural Dimensions in Denmark. But at the beginning, I just asked him some basic questions to get us familiar with each other. He knows I am doing an assignment because I was introduced to him by one of my friends who has told him I have an assignment to do. So he is very friendly and very willing to discuss with me his experiences and cultures. We talk online. Every time I have some ideas in my mind I would tell him on Wechat, and he will talk to me when he has some free time.

First we talked about some music and movies. He told me that it is hard for him to list every favorite song because he loves music very much and he listens to many different genres. But he gave me some songs that always make him happy such as Anderson Paak-Parking Lot, Jungle-The Heat, Toto-Africa, Nas-The world is yours, Kendrick Lamarsh-King Kunta and so on. I was surprised because none of those songs had I heard and I only know one singer. I also love music and I have heard every song of Taylor Swift, Ed Sheeran, Adele, Sam Smith and Cold Play. It seems that what he listens to is totally different from me. As he is from Europe, I thought he would like to listen to some European singers like Ed Sheeran or Adele. But all the singers he likes are almost black singers in American, and most, in my opinion, not so popular in the world. It came to me the different cultural backgrounds we have. As we Chinese people didn't have access to meet or know some black people than they did, we now know little about their music. And the lyrics of their songs are difficult to understand, not to mention that most of their songs are rap. That's why I never heard of his favorite songs. However, movies which he likes and I like are quite similar, such as Batman and X-men. Later on I realized that movies are always powerful and influential than songs.

Then he told me he loves to travel. He has travelled 3,5 months on his own in South east Asia, visiting countries like China, Thailand, Vietnam, Cambodia, Malaysia and Singapore otherwise he has been in Norway, Sweden, Czech Republic, Germany, Italy, Spain and USA. And he is going to a lot other places. I was shocked that he had travelled to so many countries. But I didn't travel much and had little to share, so we didn't talk about travel any more.

At last, I ask him what differences he feels between him and Dean (his roommate, my

friend, a Chinese man) as they have different cultural backgrounds. He told me that when Dean got there had never been drunk and in Europe it's normal to start drinking when you are 16-17 because that also a way to socialize. This is true. Even though many Chinese people also start drinking at 16-17, we seldom get drunk, because we always think those teenagers who get drunk are ill bred. And they prefer mineral water instead of tap water which I somehow learned they would like, for they don't think tap water is clean enough. Besides drinking, eating is also a problem. He told me that in the beginning they would only need Chinese food because that's what Dean always has been eating, while people in Denmark actually eat food from all over the world, so it is easier for him to adjust his eating habits to a new country. And I didn't expect they are particular about table manners. They are not allowed to cross their legs or put their feet on chairs when they are at table. I am surprised because I always do that and my parents are ok with it. Another thing I didn't expect is that they shouldn't make any sounds from their mouths while eating and try not to open their mouths while chewing. I thought they would take it pleasure when guests enjoy their feasts with sounds, even though I don't like that sounds. I was proved to be wrong. Actually they are even not allowed to check their mobile phones while at table, which is, in my opinion, very normal because our teenagers are always checking their mobile phones at any situation. What's more, in Denmark, they must look at the eyes of the person they are talking with, for it suggests that you focus on your topic. It would be taken impolite if they don't maintain eye contact while talking. However, it is difficult for Chinese people to stare at the person they are talking with, because we would feel awkward. Then he said that if you feel it awkward to look at someone's eyes for a long time, you can stare at their foreheads and it will make you feel better.

I learnt a lot from this interview. As it is said, there is no right or wrong with different cultures. The purpose for us to learn another culture is to have a better communication and friendship with them. Next time I will ask some questions related to Hofstede's Cultural Dimensions such as collectivism and individualism. There is also something in my interview I have to improve. That is, in this interview, I learned a lot from him, but I didn't share my experiences to him. So in the next interview, I would share with him some Chinese cultures. Hope he will like it.

4) 作业四 《第二次采访》

Journal Two

This interview is much better than the last one in that I also share with him some Chinese cultures while he shares his, from which I think a lot. This time we talk more freely. I have learned a lot from him and also find something interesting.

At first I told him that our Chinese people prefer a sense of certainty, which means we don't like adventure. For example, many people want a job with a steady income instead of trying something new. Most people think that only after they have purchased a house can they have a sense of belonging. So renting a house for a long time is often not acceptable for Chinese people. But things are different in Denmark. He told me that in Denmark it is normal to rent houses or apartment until your finished your education and have a nice job or starting a family, because for many Danes it is very important to travel or just experience difference things. This answer is obviously to be expected, for we must have learned from many ways that foreigners are always independent, in that they don't ask their parents for money since they go to universities and they do a lot of part-time jobs and something like this.

Then I asked him if he had watched the BBC documentary "Are Our Kids Tough Enough" and described the big differences between Chinese education and British education and also the conflicts between Chinese teachers and British students. I said in China, teacher dominates the class. Students can do nothing but listening to the teacher. And challenging teachers is often not acceptable in China. Then the interesting part comes: he said "I haven't seen the documentary but in Denmark we are raised to question everything, also the teacher, so it is normal to have an argument with your teacher". The reason why I think it is interesting is that his answer reminds me of my volunteer experiences in tea museum. I was once a volunteer guide in tea museum. My job was to introduce some basic knowledge of tea to tourists. One day there came a group of primary school children, I told them how to distinguish leaves and tea leaves: if the leaf vein comes to the edge of the leaf, it is just a leaf; if not, it is a tea leaf. A girl raised her hand and said "It may be wrong. I have seen some ordinary leaves which veins don't go to the edge of the leaves". Then her father praised her for brave enough to question authority. So I think our Chinese people now also begin to encourage children to speak bravely, to raise their question and to develop critical thinking.

According to the festivals they follow the Christian holiday. It is up to the family how they celebrate it, but everybody celebrates Easter and Christmas for example. They mostly are together with their family and eat the traditional food. At Easter they eat lamb and at Christmas they eat duck or goose depending on what their family prefers and then dancing around the Christmas tree and getting presents. It sounds very fun. I want to join them.

What else I learned from this interview was that Hofstede's Cultural Dimensions is just for reference. It is not suitable for every person. For example, according to Hofstede's Cultural Dimensions, Denmark has a short-term orientation. But he told me that goals depend very much of who you are as a person. He said "of course I have a long-term goal to be happy and successful, but I try to give myself a lot of small goals in order to achieve that. Because the feeling of accomplishing a goal is very good". What's more, Denmark is a feminine country. They ought to emphasis more on social adaptability than academic achievements. But he told me that in Denmark it is actually very good to have a good mix between academic achievements and social skills. Because when you go to job interviews they of course wants you to have the necessary skills but they also like people with different experiences and who are socially adaptable. But of course they want you to have some kind of education also. All of these come to me that Hofstede's Cultural Dimensions may not be suitable in some way. People are always changing. This world is changing, too. So we need to see this world from a dynamic view. Take our Chinese people for example, we are not so collective any more. We can see this from the freshmen in our college. They begin to pay more attention on individual things. They may be not willing to join group activities such as sport meeting and have little sense of collective honor than the people before. So when we meet a foreigner, we can't take Hofstede's Cultural Dimensions too serious. It varies from person to person.

I think international communication is also a way to recognize ourselves. We may not realize how special we are when we are living with the same kind of people. But if we meet some people who are from diverse cultural backgrounds and think differently, something fantastic would happen. We can have a better understanding that everyone is unique and irreplaceable. Also, international communication is an exchange of thinking. Next time when we meet some problems, we may think up different solutions, from which we can pick up the best one.

5) 作业五《采访心得总结》

Written Report of the Interview Project

1. 基本情况 (Basic information of the interview)

采访对象的基本情况: (Personal information of your interviewee)

Name: Nikki Bent Christensen

Date of birth: 9 March

Male/Female: Male

Country: Denmark

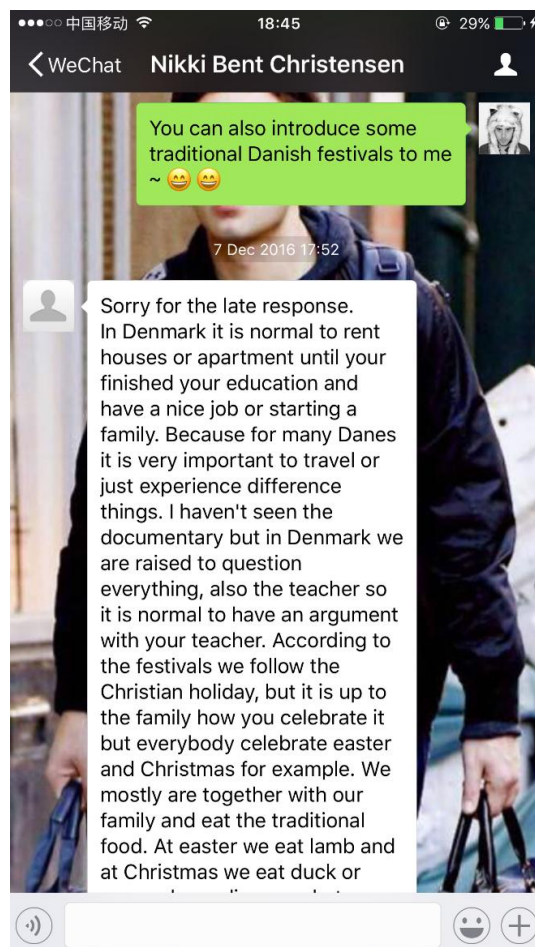
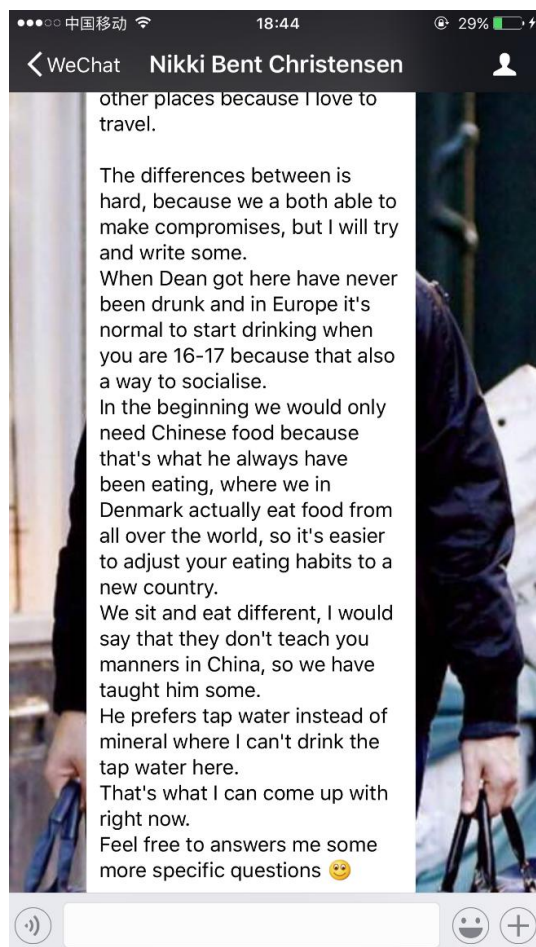
Region of country where he/she live: Denmark

Religion: no religion

Languages he/ she speak: Danish, English and Spanish

采访照片或截图 (部分)

Photos/ screenshot of interview (part)



采访的话题

The interview topic

Hofstede's Cultural Dimensions' application in Denmark

采访的方式(面谈/ 网络)

The format of the interview (face-to-face/ online interview)

Online interview

你为何要采访他/她? 为何要这个话题?

Why do you want to interview him or her? Why you choose this topic?

He is my friend's roommate, so it is very convenient. And he is a nice person full of patience. I choose this topic because we just learned it from class. And I want to test this theory's applicability.

你认为采访经历对你跨文化能力(即“一切不同文化背景交际者实施有效、得体沟通之能力”) **提高**有帮助吗? (1 分表示最没有帮助, 5 分表示最有帮助, 请在数字下面划线)。

1 2 3 4 5

Does the interview project help to enhance your intercultural competence (defined as “a set of cognitive, affective and behavioral abilities which enable people to interact effectively and appropriately in a variety of cultural contexts”)? Please underline the score number, with one-point score for no help, five-point score for most helpful)

1 2 3 4 5

2. 报告撰写 (Report, Minimum words: 1500):

Before the interview, we have already learned about Hofstede's Cultural Dimensions. According to that theory, Denmark is a country of high Individualism, high uncertainty tolerance, low power distance, Femininity and Short-term orientation. That is to say, they focus more on individual profits and individual thinking rather than collective interests. They can stand some unpredictable situations and they always want to try something new. As for leadership, they may not have much fixed formality and authority can always be challenged. What's more, they may

think highly of students' social adaptability, considering it is more important than academic achievement. Besides, they may be more likely to set short-term goals rather than long-term goals.

Above all is just the assumption based on the Hofstede's Cultural Dimensions we have just learned. Actually, it is not exactly the case. As for short-term orientation, he said "It depends very much of who you are as a person. Of course I have a long-term goal to be happy and successful but I try to give myself a lot of small goals in order to achieve that, because the feeling of accomplishing a goal is very good". Is it the same with our Chinese people? I think so. It is hard for us to achieve a big dream without paving the road by small goals. For example, when we are at school, we all have a big goal to have a better grade in examination. How can we achieve that goal? Of course we will make a plan or a schedule for our own, listing the daily tasks. Then we stick to that plan or schedule, accomplishing every task listed so that we can achieve our final goals. So it seems that there is no obvious boundary between long-term orientation and short-term orientation.

As for femininity, he said that in Denmark it is actually very good to have a good mix between academic achievements and social skills, because when you go to job interviews they of course want you to have the necessary skills but they also like people with different experiences and who are socially adaptable, but of course they want us to have some kind of education also. So we can see that Denmark is actually not so much of femininity.

The other three aspects are in accordance with the Hofstede's Cultural Dimensions. In Denmark it is normal to rent houses or apartment until your finished your education and have a nice job or starting a family, because for many Danes it is very important to travel or just experience difference things. This is different from us. Many of us want to live a fixed and steady life. And most of us are not economically independent until we get a formal job after graduation. Besides, in Denmark they are raised to question everything, also the teacher, so it is normal to have an argument with your teacher. On the contrary, we are raised to be obedient. So it is not acceptable for us to challenge authorities. And it is rare to see Chinese students arguing with their teachers.

Today, things are always different. With the development of globalization, the appropriate range of the application of the Hofstede's Cultural Dimensions is becoming smaller and smaller. Because of the communication among countries all around the world, we both accept foreign cultures and influence other countries' cultures. As we can see, we Chinese people are not so

collective as we used to be. It is an evidence for globalization. So when we make friends with foreigners, we would better see them as individual persons, not samples from some countries. That is to say, it is better for us to see this world dynamically, not from a fixed view.

Nikki and I talk online. Every time I have some ideas in my mind I would tell him on Wechat, and he will talk to me when he has some free time. I was very happy during the interview, because he is such a nice person that every time I asked him something, he would reply me with a long paragraph text. He was never tired of my questions, which later makes me feel awkward, for I afraid that it will bother him if I ask too many questions. So, besides questions, I try to share with him some Chinese culture such as the traditional relationship between Chinese teachers and students and Chinese pursuing for a steady life, thus he can also learn something about Chinese.

I think the most difficult thing in this interview is that it is hard to decide which questions should be asked and which ones not. Because we still don't know each other very much, I can't ask questions that are little bit personal. Also, we both can't express our true feelings freely. So I think a lot of time will be need for us to know each other better and have a deeper understanding of each other's cultures. Just as I mentioned before, I think international communication is also a way to recognize ourselves. We may not realize how special we are when we are living with the same kind of people. But if we meet some people who are from diverse cultural backgrounds and think differently, something fantastic would happen. We can have a better understanding that everyone is unique and irreplaceable. Also, international communication is an exchange of thinking. Next time when we meet some problems, we may think up different solutions, from which we can pick up the best one. So how to know each other well is the most important and the most difficult part in international communications or interviews.

What impressed me most are their eating habits and table manners. He told me that in the beginning of my friend coming to Spain, they would only need Chinese food because that's what Dean always has been eating, while people in Denmark actually eat food from all over the world, so it is easier for him to adjust his eating habits to a new country. I always believe that we Chinese people can enjoy any kinds of food, because we also have restaurants from all over the world which are considered delicious, but it seems that what we eat in the foreign food restaurants is not the same as what the local people eat. As for table manners, they are not allowed to cross their legs or put their feet on chairs when they are at table. I am surprised because I always do that and my

parents are ok with it. Another thing I didn't expect is that they shouldn't make any sounds from their mouths while eating and try not to open their mouths while chewing. I thought they would take it pleasure when guests enjoy their feasts with sounds, even though I don't like that sounds. I always believe our Chinese table manners are strict enough. I was proved to be wrong. Our table manners seem to not be so strict like it used to be.

Nikki has travelled to a lot of countries and places, so at the end of this interview, I asked him if he can share with me some tips for international communication from his own experiences. He said "I think the most important things are openness and curiosity, because if you don't accept your difference and don't want to know them it is really hard to start a relationship. I will say there are any taboos but there are some things that you shouldn't say or do before you really know each other. don't act like you know everything about their culture and country. Don't mention the stereotypes from the country. In general, just be nice and open minded. When I meet new people from other countries I like to 'pretend' that I am an ambassador for my country so I need to be the best version of myself." I learned a lot from his utterance. I think it is quite interesting and quite the truth. We should treat others like we treat ourselves. We don't like people to stereotype ourselves, so we shouldn't have stereotypes of other persons either. We all believe people from northern Europe are uncommunicative and elegant, but Nikki, as a person from Denmark, is very communicative. So Nikki himself is just a good example for not having stereotypes. What's more, when we make foreign friends or travel abroad, we may represent the image of our whole country. It is important for us to behave well and appropriately. Besides, I like travel, too. I am surprised that Nikki had travelled to so many countries. Hope that one day I will have my foot prints on every land of this world.

This interview project is informative. From this project we can learn a lot about other countries' cultures and improve our intercultural communicative competence. Some advice for this project is that we can share more Chinese cultures with foreigners. And the more we spend time on this project, the more we will gain at the end of this interview. Also, some information about the foreign country is needed, before interview, for us to have a basic idea of what we are going to talk. Thus good preparation and enough time are two important things for this project.